



Smart decisions. Lasting value.

The Power of Soft Skills:

Building Skills That Can't Be Replaced by Machines

There's Nothing Soft About Soft Skills



About Crowe CPE

Crowe CPE is the training arm of Crowe Malaysia PLT and a HRD (Human Resources Development) Corp & MOF (Ministry of Finance) registered training provider.

Our HRD Corp-certified trainers offer learning programmes through workshops, seminars, team-based events, experiential programs through customized in-house training and industry-related conferences.

As your partner in learning & development, Crowe CPE has the expertise and capabilities to help you develop your human capital using the relevant learning solutions.

We offer corporate training programs that focus on professional & personal development. The training programs are designed to develop the individual learning experience and enhance their knowledge, skill and attitude which is the key to the continuous improvement of work performance and efficiency within the organization.



KEMENTERIAN KEWANGAN
MALAYSIA



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HRD Corp Registered Training Provider:

We are a registered and listed Training Provider.

HRD Corp Claimable:

Our Training Programs, Conferences, Seminars and any other such events are claimable from the HRD Corp levy.

Malaysia Ministry of Finance (MoF) Registered Company.



What are Soft Skills

Soft skills are personal attributes needed for success on the job.



Time Management



Networking



Teamwork



Creative Thinking



Conflict Resolution

Why Soft Skills Matter

Soft skills are not just a 'nice to have'.
They are essential.

According to UdeMy's Business 2022 Workplace Learning Trends Report, the workforce's #1 priority is developing skilled employees.



9 in 10 executives and managers say their organisations face skill gaps already or expect them to develop within the next five years.

44%

Forty-four percent of the executives revealed that **lack of soft skills was the biggest proficiency gap** they saw in the workforce.



The most in-demand skills are not just the technical or hard skills. Skills related to **leadership, communication, collaboration, teamwork, active listening, and productivity** are keys to building an agile business and a strong company culture.

Your challenges

- Difficulty in winning jobs
- Strained client relationships
- Increased staff turnover
- Poor employee engagement due to weak verbal and written communications
- Lack of trust and respect among team members

How soft skills investment can help you

Increase team's performance by

30%**

Deliver a

250%
ROI*

Boost productivity & retention by

12%*



* Study by Boston College, Harvard University and the University of Michigan

** Data from The Hay Group Report

The “How To” Series



How To Communicate With Impact



How To Listen Actively, Ask Good Questions And Speak Clearly



How To Succeed In Managing Across Cultures And Generations



How To Work Well & Get Along With People Who Are Not Like You



How To Write Clearly and Concisely in English



How To Master The Secret of Mental Toughness: The Success Factor

How To Achieve The 8 Habits of Highly Successful People



How To Build Personal Resilience



How To Do More In Less Time: The Art of Productivity



How To Win And Delight Customers While Working Remotely



How To Master The Art of Speaking Well



How To work as a TEAM



Client Testimonials



Average Rating:
4.7 / 5

How To Communicate With Impact

Powerful Presentations To Persuade Your Audience

“I learnt how to design my PowerPoint slides for impact by transforming words into visuals”

“Very informative with lots of interactions and will be helpful to my work”

How To Listen Actively, Ask Good Questions And Speak Clearly

Must-Have Skills To Succeed At Work

“What I like most about the course is the detailed explanation which is very useful to fully understand the concepts taught by Siew Peng.”

“Being able to learn skills to listen and speak to people, especially on passive, selective and active listening”.



Average Rating:
4.6 / 5



Average Rating:
4.5 / 5

How To Succeed In Managing Across Cultures And Generations

Understand The Recipe for Better Business Outcome

“I enjoyed discussing the case studies on cross cultural communication. It helped me to understand the subject matter better”

“Gained awareness on the different generations and not to use negative stereotypes and labels”

How To Work Well & Get Along With People Who Are Not Like You

Unlock The Key To The Four Types Personality

“The topic helped me in my personal staff reflection assessment and adaptation to different personalities”

“To understand myself better and how others see me”



Average Rating:
4.6 / 5

Client Testimonials

How To Achieve The 8 Habits of Highly Successful People

"The speaker managed to grab my attention when delivering his content"

"I loved the engagement by the trainer. Thank you for an amazing session"



Average Rating:
4.7 / 5



Average Rating:
4.4 / 5

How To Build Personal Resilience

"This course taught me how to be persistent and stay positive even though challenges comes ahead"

"Vicky conducted his training very well and easy to understand"

How To Do More In Less Time: The Art of Productivity

"I've learnt the importance of setting my goals and achieving by prioritising what's most important thing in my life"

"The trainer is open in sharing his experiences and reminded me the basics of successful time management"



Average Rating:
4.5 / 5



Average Rating:
4.3 / 5

How To Win And Delight Customers While Working Remotely

"I liked Vicky's enthusiasm and I would have enjoyed it even more if it was in person face to face session"

"To learn service skill in order to service client better in future"

Our Trainers



Lai Siew Peng

Siew Peng is currently a business English and soft skills trainer. She has more than 25 years of working experience in the professional services industry in Malaysia.

She held managerial positions at the training department at the Institute of Bankers Malaysia (IBBM), the Business Development & Corporate Communication department at Ernst & Young and the Corporate Advisory department in Crowe Malaysia.

Since becoming a trainer in 2011, Siew Peng has conducted numerous training courses in English and soft skills programs for Crowe offices in the Asia-Pacific region including Malaysia, Japan, China, Taiwan, and India, and for other Malaysian companies.

She holds a Bachelor of Business Administration degree (cum laude) from Texas Tech University, USA. In 2009, she obtained a Certificate in TESOL: Teaching English to Speakers of Other Languages which is recognised by the Australian Qualifications Framework.



Viknasvaran Ramachandran aka Vicky

Vicky has vast experience in the areas of personal development, motivation, customer service, leadership, presentation skills, sales performance and team building.

For over 25 years, as a Trainer and Consultant, he has successfully organised, co-ordinated and presented numerous public and in-company training courses.

Before this, he was appointed as a Group Training Manager and later as Vice President for Training & Development for several years by one of the Largest IT Group of Companies specialising in Information and Communication Technology.

He has received Accreditation as a Certified Practitioner and Life Coach of Neuro-Linguistic Programming (NLP) by Mental Combat (U.K). and Certified Practitioner of the Art and Science of Neuro-Linguistic Programming by The International NLP Trainers.



Contact us

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About us

About Crowe Malaysia

Crowe Malaysia is the 5th largest accounting firm in Malaysia and an independent member of Crowe Global. The firm in Malaysia has 15 offices, employs over 1,200 staff, serves mid-to-large companies that are privately-owned, publicly-listed and multinational entities, and is registered with the Audit Oversight Board in Malaysia and the Public Company Accounting Oversight Board in the US.

About Crowe Global

Crowe Global is one of the top 10 accounting networks with over 200 independent accounting and advisory firms in more than 145 countries. Our leaders work with governments, regulatory bodies and industry groups to shape the future of the profession worldwide. Their exceptional knowledge of business, local laws and customs provide lasting value to clients undertaking international projects.

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